**Customer Privacy Notice**

This privacy notice tells you what to expect us to do with your personal information.

## Contact details

### Telephone 07359609214

### Email info@poseandparty.co.uk

## What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery:

* Names and contact details
* Addresses
* Photographs or video recordings

## Lawful bases

Our lawful bases for collecting or using personal information to provide services and goods are:

* Consent

## Where we get personal information from

* People directly
* CCTV footage, or other recorded images

## How long we keep information

* We would hold booking information, including contact name, email, telephone, venue address for up to 5 years
* We may keep video footage for up to 5 years
* We own the photos/videos that we take at each function
* We may use some videos on our social media channels
* Any videos containing under 18s are permanently deleted 48 hours post event

## Who we share information with

### Others we share personal information with

* Publicly on our website, social media or other marketing and information media (where appropriate)

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

18 June 2024